The **IEI (Institutional Effectiveness & Innovation)** is committed to student success and encourages all students who are new to Canvas to view the **Canvas Overview Video for Students**. This video can be accessed via the **help** button on the **Global Navigation Menu**.

### Canvas Overview Video for Students

[https://vimeo.com/74677642](https://vimeo.com/74677642)

- The first line of help for students is always the instructor/teacher. We encourage our students to troubleshoot their issues/concerns in Canvas via the **Student Canvas Guides** *(link provided below.)*
  - Search the Canvas Guides: [https://community.canvaslms.com/t5/Canvas-Guides/ct-p/canvas_guides](https://community.canvaslms.com/t5/Canvas-Guides/ct-p/canvas_guides)
- If students cannot find a solution via the Student Canvas Guides, please use the **Report a Problem** feature. This can be accessed via the **help** button on the **Global Navigation Menu**.
  - Report a Problem: [https://rkpopl2u.paperform.co/](https://rkpopl2u.paperform.co/)
- If the above information does not help you resolve your issue or concern, please contact the **IEI** for further assistance. Direct contacts:
  - David Bertholf – [david.bertholf@finlandia.edu](mailto:david.bertholf@finlandia.edu)
  - Neil Kromer – [neil.kromer@finlandia.edu](mailto:neil.kromer@finlandia.edu)